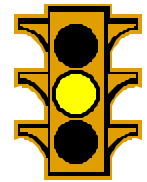


MEMBER SERVICES DIVISION DASHBOARD

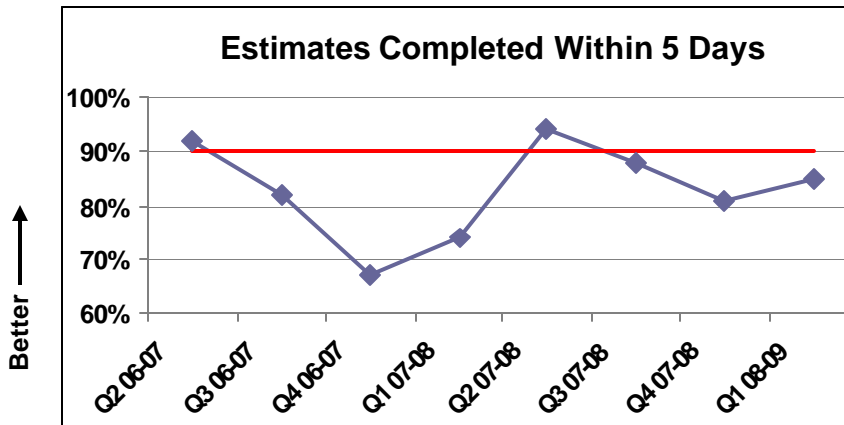


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.



Target: 90%

Year	Q1	Q2	Q3	Q4
2008-09	85%			
2007-08	74%	94%	88%	81%
2006-07	90%	92%	82%	67%

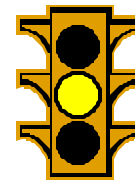
INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> Research why the 5-day batch has increased and not been able to be processed straight through the system. 	<ul style="list-style-type: none"> Complete research and develop recommendation by October 30, 2008 (see Comments).

COMMENTS:

- The volume of estimates that required staff intervention in 1st Quarter 2008-09 was 39%. The average in 2007-08 was 36%. The average in prior years has been about 24%. This estimate request fall-out continues due to edits in the Calculation System to ensure that certain types of estimates are not system-generated, but are instead referred to staff for research to provide the most accurate estimates. We anticipate that PSR will eliminate the need for staff intervention for these types of retirement estimates.

MEMBER SERVICES DIVISION DASHBOARD

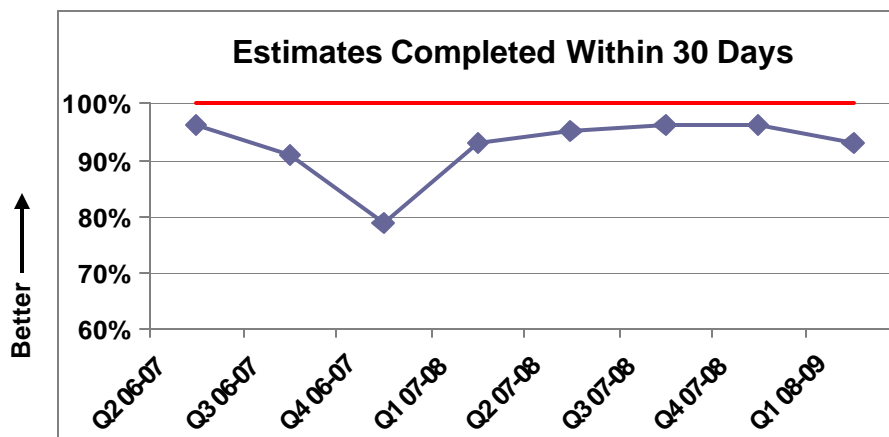


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.



Target: 100%

Year	Q1	Q2	Q3	Q4
2008-09	93%			
2007-08	93%	95%	96%	96%
2006-07	99%	96%	91%	79%

COMMENTS:

- The processing of estimates in both retirement date order and received date order continues. This has improved our customer service in more timely estimates, as requests with earlier retirement dates are normally completed before requests with later retirement dates.
- The volume of estimates that required staff intervention in 1st Quarter 2008-09 was 39%. The average in 2007-08 was 36%. The average in prior years has been about 24%. This estimate request fall-out continues due to edits in the Calculation System to ensure that certain types of estimates are not system-generated, but are instead referred to staff for research to provide the most accurate estimates. We anticipate that PSR will eliminate the need for staff intervention for these types of retirement estimates.

INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> • Partner with the Public Affairs Office, regional offices and the call center to market the on-line retirement estimate calculator to both members and employers. 	<ul style="list-style-type: none"> • Participate in Retirement Planning Fairs and Employer Conference through Oct. 2008. • In Q1 staff met with program areas and the call center staff for information sharing/training. • In Q1 submitted article to Public Affairs for the Winter PERSpective about the on-line retirement estimate calculator. • In Q1 prepared flyer for Employer Forum about the on-line estimate calculator. • In Q2 will draft article for the Winter Employer Newsletter.

1st Quarter 2008-09